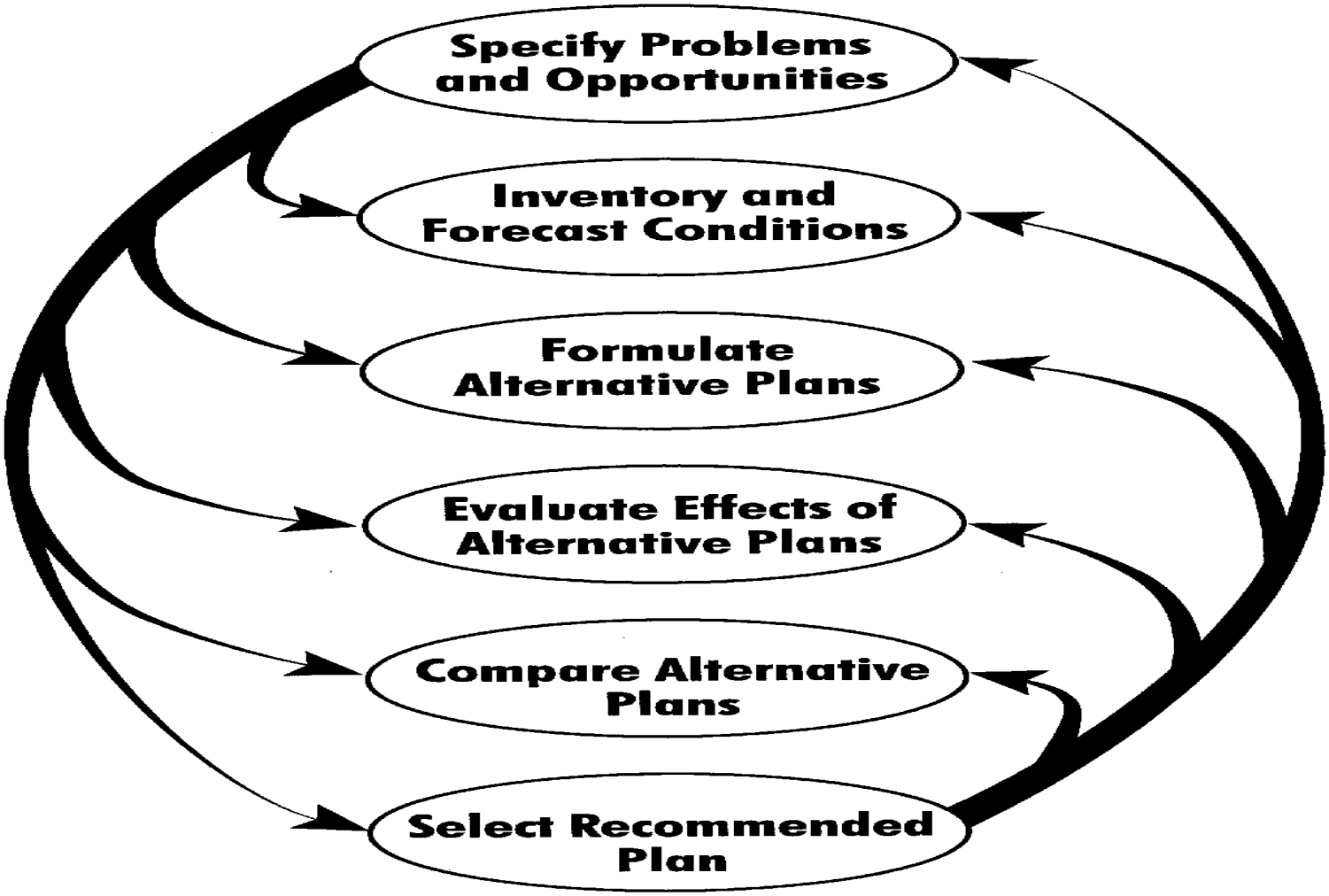
Q & A WITH INSTRUCTORS

US Army Corps of Engineers

PITIP Summary *the Key Messages*

The Corps Planning Process



Why Conduct Public Involvement Programs?

When we conduct effective public Involvement Programs - we:

- **Improve quality of our decisions**
  - Anticipating public concerns
  - Better problem definition
  - Full consideration of alternatives
  - Better understanding of why things “are the way they are.”

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When we conduct effective public Involvement Programs - we:

- **Reduce cost and delay - when people accept a decision it results in:**
  - **faster implementation**
  - **sustainable implement.**
- **Reduce perception of risk**
- **Reclaim the “civil” in civil Engineering**

Who Is the Public?

People participate because they see themselves as having a stake in the decision.

- **Economics** - someone who benefits or is hurt economically
- **Use** - someone who currently uses or wants to use a resources
- **Proximity** - visual impacts, dust, noise, nuisance
- **Mandate** - agencies with land use, environmental, or water resources responsibilities
- **Values** - people's philosophies

Levels of Involvement

- Being Informed about the Decision Being Made.
- Being Heard Before the Decision is Made.
- Having an Influence Upon the Decision.
- Agreeing to the Decision.

Match Techniques to Intended Level of

Designing Participation Programs

- **PI Plan Development Stages**
  - **Appraisal**
  - **Design**
  - **Implementation**

- **By implementation you should know:**
  - **The stakeholders included in the plan**
  - **How they will be involved each step in the planning process**
  - **What you'll be doing with the information you learn from them**

Common Techniques

Information Activities

- Briefings
- Feature stories
- Hotlines
- Info. repositories
- Newsletters
- New Releases
- Speakers bureau
- Web Sites

Common Techniques

Interactive Techniques

- Interviews
- Advisory Groups/Task forces
- Open houses
- Public Hearings
- Large group - Small group meetings
- Interactive workshops

Communications

- **Active Listening**
  - **Can Acknowledge without Agreeing**
- **Congruent Sending**
  - **Send the problem not solution**
  - **Share the Feeling**
  - **Own your Feelings**
  - **Describe behavior not evaluate**
- ***I feel + feeling word + behavioral description***

Facilitation

- Power is the roles – be true to role
  - facilitating, recording, reporting, experts
- Neutral versus value free
- Separating process and content
- Acts on behalf of everybody in meeting
- Provides structure that serves all interests
- Helps design process and choose techniques
- Given some process control for being neutral on content

Language of Consensus Building

Interests Why?

Issues
What?

Positions How?

Conflict Escalation: Breaking Escalation

Conflict Escalation

triggering action > proliferation of issues > adversarial alliances > distortions > rigid/extreme positions >hurting

Breaking Escalation

Take Responsibility for Your Own Behavior

Do not let the other person or gorups behavior dictate yours

Implementation Principles

- Include the public involvement program in the original planning study budget
- Like planning studies, public involvement program budgets are built “up” not “down” from a pre determined amount
- Satisfying legal minimums alone may not be enough to resolve issues or get commitment
- “Adequacy” is defined by what you need to get a decision that can be implemented

Principles of Consensus Building

- Use Process to Build Consensus
- Create a Commitment to Implem
  by participation in Decision
- Accept the Legitimacy of Feelings
- Start by Defining the Problem Rat
  Proposing Solutions or Taking Positions
- Focus on Interests
- entify Numerous Alternatives
- Separate the Generation of Alternatives from their evaluation
- e on Principles or criteria to evaluate Alternatives
- ct Agreements to go Through several Refinements
- Document Agreement to Reduce Risk of later Misunderstanding
- Agree on the Process by which Agreement can be Revised

Water management (and water reform) is ALWAYS political…..

Ancient Chinese Characters describing water management

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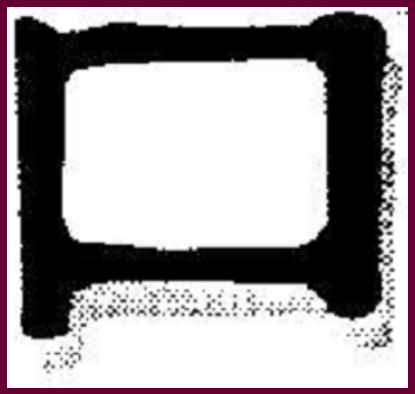

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river + dike = Political